



2655  
TFW

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application: **Gusler et al.**

Serial No.: **10/015,246**

Filed: **December 17, 2001**

For: **Employing Speech Recognition  
and Key Words to Improve Customer  
Service**

§ Group Art Unit: **2655**  
§  
§  
§ Examiner: **Rivero, Minerva**  
§  
§ Attorney Docket No.: **AUS920010967US1**  
§  
§ Customer No. **50170**  
§

**Certificate of Mailing Under 37 C.F.R. § 1.8(a)**  
I hereby certify this correspondence is being deposited with the  
United States Postal Service as First Class mail in an envelope  
addressed to: Commissioner for Patents, P.O. Box 1450,  
Alexandria, VA 22313-1450 on April 28, 2005.  
By: Rebecca Clayton  
Rebecca Clayton

**RESPONSE TO OFFICE ACTION**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

No fees are believed to be required. If, however, any fees are required, I authorize the Commissioner to charge these fees which may be required to IBM Corporation Deposit Account No. 09-0447. No extension of time is believed to be necessary. If, however, an extension of time is required, the extension is requested, and I authorize the Commissioner to charge any fees for this extension to IBM Corporation Deposit Account No. 09-0447.

In response to the Office Action dated February 3, 2005, please amend the above-identified application as follows:

Listing of Claims begins on page 2 of this paper.

Remarks begin on page 8 of this paper.